

**KY Department for Behavioral Health,  
Developmental & Intellectual Disabilities**

**Quality Management Outcomes Team**

**Meeting Minutes**

**April 22, 2010 12:30 p.m. – 4:00 p.m. (EST)**

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**Meeting Overview:** Today's focus is the "Consumer Perception of Care Survey".  
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**Attending Representatives:**

**KDMHMRS:**

**Mental Health / Substance Abuse:**

**(Chairperson)** Michele Blevins  
Anita Jennings  
Kelli Robinson  
Jeff Jamar  
Kari Collins  
Tena Robbins

**Mental Retardation:**

Cathy Lerza

**Administration & Financial Management:**

Kevin Mudd  
**(Facilitator)** Hope Barrett  
David Smith

**Commissioner's Office:**

Commissioner Steve Hall  
Betsy Dunnigan  
Patrick Mooney  
Dr. Allen Brenzel

**Regional MH/MR Boards**

|                         |                  |
|-------------------------|------------------|
| <b>Four Rivers:</b>     | Joseph Stambaugh |
| <b>Pennyroyal:</b>      | Kecia Fulcher    |
| <b>River Valley:</b>    | Scott Hollinger  |
| <b>Lifeskills:</b>      | Doug Bradley     |
| <b>Communicare:</b>     | Missy Brown      |
| <b>Seven Counties:</b>  | Tish Geftos      |
|                         | Carolyn Fink     |
| <b>Northkey:</b>        | Nan Genter       |
| <b>Comprehend:</b>      | not attending    |
| <b>Pathways:</b>        | Betsy Jackson    |
| <b>Mountain:</b>        | Dorian Moe       |
| <b>Kentucky River:</b>  | Dave Matthews    |
| <b>Cumberland River</b> | not attending    |
| <b>Adanta:</b>          | Dan Luchtefeld   |
| <b>Bluegrass:</b>       | Cindy Faulkner   |

**KARP**

Carl Boes

**UK-Center on Drug & Alcohol Research**

Erin Stephenson

**UK- Institute for Pharmaceutical Outcomes and  
Policy (IPOP)**

Jeff Talbert  
Brent Seeders  
Jeanne Clark

## 1. Training / Discussion

### ▪ Perception of Care - Adult MHSIP and YSS-F

#### ▪ Current Processes

The calendar for implementation includes:

- December 10, 2009 - Form orders taken from QMOT Representatives
- February 25, 2010 – Forms distributed
- April/May 2010 – Survey's completed
- July 1, 2010 – Completed Forms due to RDMC (IPOP) at this **NEW** address:  
IPOP  
789 South Limestone Room 180  
Lexington, KY 40536-0596  
Attn: Brent Seeders
- September 1, 2010 – IPOP completes the Statewide Analyses and the Region Specific Analyses.
  - Requests taken for Region-Specific Charts\Booklets
- November 1, 2010 - Statewide Charts\Booklets Completed
- December 15, 2010 - Requests for Region-Specific Charts\Booklets completed.

What doesn't work? What works? The following are results from the 'brainstorming' session on improving our implementation process.

- Anita will discuss with CEOs the distribution of this year's results.
- It will be helpful to know the max and min number we need to sample. UK-IPOP will produce a power analysis for each region showing a min and max of surveys needed for validity. (adult & child) Before the next meeting. (if sooner, will be emailed).
- Pilot Projects
  - Cumberland River volunteered to pilot test the paper forms (non-scantron) at a site this year. It is hypothesized that this would result in improved response rates per domain.
  - Bluegrass volunteers to be a pilot region for a web application of the MHSIP Adult Survey; RDMC will loan the computers for the site for this pilot. This will occur in July 2010.
  - UK can pilot one region with a mail-out – any volunteers?
- Group Recommendations for Improving Validity:
  - Have a script available for who hands the client the survey. (explain why, consequences, etc.). General information is better than a word-for-word script.  
Starting point: everyone bring to the table our own instructions and find commonality and standardize. Seven Counties volunteered to use theirs as a model for a starting point. This will be the starting point for this discussion topic at our next meeting.
  - Standardize who hands the client the survey.
  - Continue one-page instructions that accompany the survey – for the client.

- Group Recommendations for Improving Client Eligibility:
    - Having a critical N. UK IPOPOP will assist with a power analysis for each region. Standard threshold will be set.
  - Form Structure: Are we settled with the form layout? Today's answer is Yes.
  - We will finalize all improvements for the next three years by the prior to December 2010.
- Methodology
- Currently, Centers implement the surveys during April/May 2010 as a convenience sample. What does NRI recommend? What are other states doing?
- NRI and SAMHSA recommend that the 23 states who currently conduct a convenience sample should move toward a random or stratified sampling technique. The QMOT group understands that statistically-speaking "we won't gain more reliability or validity if we do so". The group agreed that having a max/min sampling N will make Kentucky's sampling more solid. As a result, a standard threshold will be set; UK IPOPOP will assist with a power analysis for each region prior to implementation next year.

## 2. Data Review

### ▪ Service Utilization Report

Today's review invited all questions Centers have from their own internal review.

**Previously:** The Service Utilization Report is used internally to identify areas where service reporting may need improvement. This report reflects the basic service delivery information as reported from the Centers with removal of duplication of service event records and is considered foundational to quality improvement efforts at the Department.

**Update:** This report is available at each CMHC Regional Login Page under the "Reports (all regions)" drop-down listing. Both the annual version and a year-to-date version are available; the latter includes the ability to drill-down to a specific month's data.

## 3. Updates

### ▪ NIATx Update

Jeff Jamar and Anita Jennings discussed funding available to support NIATx Change Projects which focus on addressing the populations served with substance abuse services.

## 4. Next: Meeting Schedule

The next QMOT meeting is:

**DATE: June 17, 2010**

**(NOTE: June 17<sup>th</sup> is a change from our regular 4<sup>th</sup> Thursday.)**

**TIME: 12:30 p.m. – 4:00 p.m.**

**LOCATION: Option A) in person** – KBHDID, 100 Fair Oaks Lane 4<sup>th</sup> floor, Frankfort, KY  
"Small Conference Room"

**Option B) video conferencing** - Meeting Room #: 1801364

**Option C) teleconference (audio only)**

1. Dial (502) 875-9991 You will hear a voice prompt asking you to enter your conference ID followed by the # sign.
  2. Enter "1801364#".
  3. You will be automatically joined into the conference.
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This group meets bimonthly 4<sup>th</sup> Thursday 12:30 p.m. – 4:00 p.m. (*Eastern Standard Time*)

Please check the QMOT web site for updated details on calendar events:

<http://mhmr.ky.gov/cmhc/qmot.asp>

**Fiscal Year 2011**

- **August 26, 2010**
- **October 28, 2010**
- **December 9<sup>th</sup>, 2010 (rescheduled due to holiday)**
- **February 24, 2011**
- **April 28, 2011**
- **June 23, 2011**